

Princess Owusu

65 Oplen st

Darkuman, Accra

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**Objective:**

Dedicated and customer-focused individual seeking a Front desk role at Accra Marriotts Hotel to provide excellent service and contribute to guest satisfaction.

**Professional Experience:**

- Front desk

Otumfuor Hotel

Cantoment, Accra

October 2020 - August 2022

- Greeted and assisted guests during check-in and check-out.
- Managed reservations, room assignments, and guest requests.
- Promoted hotel amenities and services to enhance the guest experience.
- Resolved guest inquiries and issues to ensure a positive stay.
- Maintained a clean and organized front desk area.

- Receptionist

Tesano Royal Hotel

Abeka, Accra

- Conducted guest check-ins and provided information about hotel services.
- Assisted in maintaining accurate room inventory records.
- Collaborated with the team to attract guests and increase occupancy rates.
- Addressed guest complaints and ensured their satisfaction.
- Ensured the front desk area was presentable and welcoming.

**Education:**

WASSCE Certification

Accra Wesley Girls Senior High School

Kaneshi, Accra

2016-2019

**Skills:**

- Excellent customer service
- Reservation management
- Problem-solving
- Communication skills
- Attention to detail